

Employment Services

Definition: Employment Services consist of intensive, on-going supports that enable participants for whom competitive employment at or above minimum wage is unlikely absent the provision of supports and who, because of their disabilities, need supports to perform in a regular work setting. Employment Services may include services to assist the participant to locate a job or develop a job on behalf of the participant. Employment Services are conducted in a variety of settings, particularly work sites where persons without disabilities are employed and include activities needed to sustain paid work. Employment Services may be provided in group settings, such as mobile work crews on enclaves, or in community-based participant job placements.

Models

Employment Services consist of three distinct models: Enclave, Mobile Work Crew, and Participant Community Placement:

1. **Enclave** – A small group of people (usually 8 or less) with developmental disabilities, who work under the supervision of an employee of the provider agency, in a community business/industry along side non-disabled employees to produce goods or services controlled by the community business/industry (ex. janitorial services at a specific business/industry etc.). The contractual relationship is between the business/industry and the provider agency, whereby the provider agency then pays the participant.
Note: One unit = ½ day

2. **Mobile Work Crew** – A small group of people (usually 8 or less) with developmental disabilities, who work under the supervision of an employee of the provider agency, as a self-contained business who typically move to different work sites, by selling a service (ex. landscaping, janitorial) to purchasers within the community excluding provider agencies. The contractual relationship is between the business/industry and the provider agency, whereby the provider agency then pays the participant.
Note: One unit = ½ day

3. **Individual Community Placement** – Assessment, job development, placement, and training involve direct facilitation and instruction by DDSN job coach staff. Individual community placement provides support in; community based instruction, career awareness, skills acquisition, strategic on the job training, long term support and follow-along. Ongoing supports and identification of long term natural supports are imperative for the person with significant disabilities to participate in competitive employment and to ensure job stabilization without support throughout the tenure of the placement.
Note: One unit = 15 minutes

Provider: Employment Services are provided by DSN Boards or companies/agencies qualified by SCDDSN to provide Employment Services. When Employment Services are provided through a Mobile Crew or Enclave model, the services must originate from a facility licensed by SCDDSN as a Day Facility.

Conflict Free Case Management

In order to honor choice and prevent conflicts of interest, providers of Waiver Case Management services must not provide any other waiver service to the same person. When there is a conflict, the WCM will help the participant understand why a conflict exists and offer a choice of either another WCM provider or another waiver service provider. The Case Manager must then transition the participant to the chosen provider within 60 days.

Arranging for the Service: For those who are determined to need the kind of assistance described in the Employment Services definition, their Support Plan must clearly reflect the need for the service. Prior to adding Employment Services to the Support Plan, the WCM must first ensure the service is added on the STS. Once the Support Plan has been updated, the SCDDSN Waiver Administration Division will review the service request. The participant should be given a choice of providers of this service and the offering of choice must be documented. The participant and/or his/her legal guardian should be provided with a listing of enrolled providers. If there is only one available choice then this must be explained to the participant and/or his/her legal guardian and documented.

To initiate the service following approval by the Waiver Administration Division, an electronic authorization must be completed and submitted to the chosen provider. Ongoing Services must be authorized annually at the time of the Support Plan, and as changes are made to the service throughout the plan year.

Employment Services must be Board-billed to the participant's SCDDSN Financial Manager agency. This must be indicated on the authorization.

Note: If an individual is receiving employment services from Vocational Rehabilitation they are unable to receive employment services through State Funded Community Supports. A Vocational Rehabilitation Closure Request must be signed by the individual and sent to SC Vocational Rehabilitation and confirmed closed prior to authorizing employment services through State Funded Community Supports. The VR Closure Request is located in Business Tools on the DDSN Portal.

Monitoring the Services: The WCM must monitor the effectiveness, frequency, duration, benefits, and usefulness of the service along with the participant's/family's satisfaction with the service. Monitoring may be completed with the participant, representative, service providers, or other relevant entities. Information gathered during monitoring may lead to a change in the service, such as an increase/decrease in units authorized, change of provider, change to a more appropriate service, etc. DDSN recommends that the Waiver Case Manager monitors this service when it begins and as changes are made.

Monitoring must be conducted as frequently as necessary in order to ensure:

- the health, safety and well-being of the participant;
- the service adequately addresses the needs of the participant;
- the service is being furnished by the chosen provider in accordance with the authorization, relevant policies and quality expectations;
- the participant/representative is satisfied with their chosen provider/s.

Some items to consider during monitorship include:

- Where does the participant work?
- What type of work is the participant doing?
- What are their work hours?
- Do they want more hours or less?
- What is the Job Coach doing (specifically) for this participant?
- Is the Job Coach effective with assistance and training?
- How often does the participant see the Job Coach?
- Do they like where they work or do they wish to make a change?
- What are their job responsibilities? Are they too much for the participant? Do they want more responsibilities?
- How are they doing on the job? Are they accomplishing their job duties? Is the employer pleased with their work performance?
- How much income do they generate?
- Is transportation a problem?

- Are they on time to work?
- Is the participant satisfied with his/her current employment? Has his/her employment status changed since your last contact?
- Does the participant feel that he/she is receiving the amount of support needed at the worksite?
- Is the amount of services being received reviewed and changed, as the participant's needs change?
- Is the participant satisfied with the provider of services? Does the participant feel that the provider shows them courtesy and respect when delivering the service?

Reduction, Suspension, or Termination of Services: If services are to be reduced, suspended, or terminated, a written notice must be forwarded to the participant or his/her legal guardian including the details regarding the change(s) in service, allowance for reconsideration, and a ten (10) calendar day waiting period before proceeding with the reduction, suspension, or termination of the waiver service(s). The general termination form that has been used in the past for all waiver services is no longer used. See **Chapter 8** for specific details and procedures regarding written notification and the reconsideration process.